

At the Center

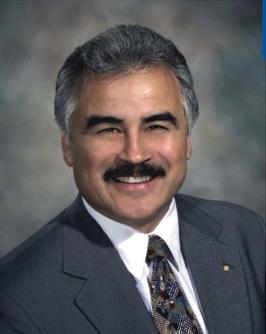
Committed to Quality Care & Courteous Service



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A Message From Pete Delgado, CEO

On February 27th, over 170 health leaders from the Department of Health Services' facilities gathered *At the Center* for the Health Care Delivery and Transformation Retreat. The event was truly a *transformational* retreat as DHS leaders had an opportunity to challenge themselves on techniques to remodel health care delivery in each of our

facilities for Health Care Reform in 2014.

The retreat was facilitated by Dr. Hal Yee, DHS Chief Medical Officer. Speakers included Dr. Mitchell Katz, DHS Director and Melissa Stafford-Jones, President and CEO of the California Association of Public Hospitals and Health Systems (CAPH). Ms. Stafford-Jones spoke about the dynamic issues faced by public hospital systems as well as the changing health care landscape in the safety-net system.

As one of the largest safety net systems in the nation, DHS was challenged to see above and beyond our daily operations to realize that our health care delivery system is under tremendous change since the start of Medicaid in 1965 and will require innovation and boldness to meet the health care needs of the population in the future. This retreat stemmed from the need for all health care leaders to be aware of the impact on public hospitals relative to Health Care Reform and to evaluate our strengths and challenges in order to transform ourselves into a competitive, marketable, and sustainable system.

While we face a difficult outlook within the next few years with issues of high unemployment, budget constraints, and new models of healthcare financing, we were reminded that health care is like any other market that cannot remain static to meet the needs of the people we serve. We must address this changing environment with a different operational model against our current one. We will survive only if we are dedicated to improving the quality of care for our patients, committing ourselves to financial responsibility, and improving our patient's experience. We must be willing to modify our methods in order to be the choice for our patients and community – a network which focuses on quality, efficiency, and valuable patient care.

"I think that this challenge is a fantastic opportunity to prove that we are a system that is up to the challenge, we are committed, and we have what it takes to survive and to transform our system to be a system of choice", said Dr. Katz. **We are all in this together!**



C.A.R.E.
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Medical Center Tunes Into Brand New C.A.R.E. Channel

Managing noise and creating a quieter environment for patients is a challenge for hospitals and healthcare facilities. Clinical studies and reports indicate that noise affects patient outcomes as well as patient satisfaction. "By Your Side: Enhancing Spiritual Care for Patients with Life Limiting Illness" is a grant funded by the Archstone Foundation for the purpose of strengthening the spiritual care opportunities for patients living with advanced disease or nearing the end of their life.

Thanks to this grant and the collaborative leadership of Dr. Pamelyn Close (Director of Adult and Pediatric Palliative Care) and Father Chris Ponnet (Director of Spiritual Care), LAC+USC has implemented a new premier relaxation channel titled the C.A.R.E. Channel, which stands for Continuous Ambient Relaxation Environment.

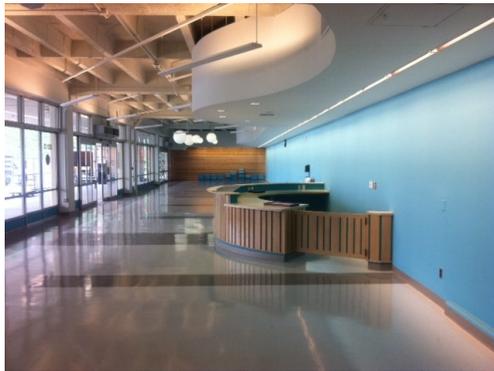
This channel is a highly effective therapeutic tool which promotes patient relaxation and improves restfulness by providing over 70 hours of non-repetitive, commercial free programming. It also significantly contributes to improved patient satisfaction and outcome in creating a healing environment over a 24 hour cycle.

The C.A.R.E. Channel provides this healing environment immediately at the bedside by combining peaceful scenes of nature with beautiful music that is a welcome alternative to commercial television and disturbing sounds.

Research shows that listening to soothing music and viewing scenes of nature can reduce stress, improve restfulness, and support pain management modalities. "We hope that this channel can provide our patients with a sense of calmness and reassurance by insulating them from distracting and often frightening and unfamiliar sounds and sights during their hospital stay," said Dr. Close.

The C.A.R.E Channel can become a companion for our patients to help relieve fears and create a restful environment for patients of all ages in different healthcare modalities from the Acute Care to Hospice setting. We would like to encourage staff to browse through the C.A.R.E Channel and offer this to our patients by turning to Channel 3 on their TVs.

The Village



We are excited to announce the opening of the new Medical Village – Pediatrics in April 2012.

The Village will be a multidisciplinary Pediatric and Medical Village where patients of all ages will receive primary and specialty care through a continuum of care.

The mission of the Village is to integrate clinical, academic, and research based models to deliver health care services with a focus on prevention of illness and continuity of care.

“We titled this unique program the “Village”, because we recognize that “it takes a Village” to accomplish this and to continue our goal. We hope to provide services to the community through enhanced and improved access to health care, mental health, and social services based on evidence-based disease prevention and safety standards”, said Dr. Astrid Heger, Executive Medical Director, Violence Intervention Program.

(Cont'd on right)

Celebrations At the Center

By **Pat Corley, RN**

Nursing Coordinator, Sickle Cell Center —
Department of Hematology

Author and scholar Carter G. Woodson established the Association for the Study of Negro Life and History in 1915. The son of former slaves, Woodson created the first Negro History Week in 1926 to coincide with the birthdays of Frederick Douglass and Abraham Lincoln. Fifty years later in 1976, the association designated February to be Black History Month.

In celebration of Black History Heritage Month, the LAC+USC Medical Center Black History Committee chose once again to honor the beauty and richness of the African American heritage and culture. Every Wednesday

At the Center during February, the committee organized activities such as a wonderful and colorful reception with refreshments, music, arts exhibits, historic lectures by members of the committee, displays of historic books, raffles, and discussions on black history trivia.

During the reception on February 1st, the committee announced this year's winner of Black History Employee of the Year, Mr. Bill Walton, facilities management supervisor. Other activities included a health fair, raffles, music featuring live jazz, blues, zydeco, karaoke, and lots of soul food served in the Morrison Cafeteria.

Others recognized on display boards throughout the medical center were the many equally deserving African American employees who have also dedicated their skills and talents as doctors and nurses for the benefit of our patients, families, and the community of Los Angeles. Once again, congratulations to our African American workforce on National Black History and Heritage Month.



The Village, cont'd

Services offered at the Village will include:

- Expansion of “HUB” services for foster children 0-5 years of age in need of urgent care, those in Out of Home placements, and those in need of primary and specialty care.
- Expansion of multidisciplinary programs to meet the needs of high risk pediatric population such as youth in and out of probation and a High Risk Newborn Clinic into the OPD.
- Integration of the Pediatric Asthma Disease Management Program/Breathmobile model by providing follow-up care for patients in the OPD clinics and in the new Pediatric Urgent Care.
- 24/7 Call-lines for patients, parents, foster parents and community providers.
- Support services such as X-ray, laboratory, pharmacy, WIC, nutrition, and unique CCS services.
- Opening of a new Adolescent Health Clinic which will provide services to juveniles with medical and mental health issues released from custody and needing a medical home.
- Specialty services such as Dental, Optometry, Speech, OT, and PT services.

A multidisciplinary Medical Village Administrative committee chaired by Linda Felix, RN, Administrator, is working on the planning and coordination of services at the Medical Village.

Please stay alert for information on service changes in the OPD related to the opening of the Village. For additional information, call Linda Felix at (323) 226-5218.

Burn Center Receives Reverification

The American Burn Association (ABA) and the American College of Surgeons have reverified the Burn Center for adults and pediatrics. This achievement verifies that the Burn Center has met the highest standard of care for burn patients and recognizes dedication and success of the staff in providing optimal care.

The Burn Center is considered a level one burn center and is regarded as among the finest and most progressive burn centers in the United States, providing all the services needed to meet the needs of burn patient and their families. The Burn Center is staffed by a highly experienced, multidisciplinary team of physicians, nurses, therapists, dietitians, social workers and members of the clergy. Every member of the Burn Center nursing staff has specialized training in intensive care and maintains Advanced Cardiac Life Support, Pediatric Advanced Life Support, and Advanced Burn Life Support certifications.

“This award confirms the hard work, knowledge, dedication and commitment of the entire Burn Team. We are honored to receive this recognition and are pleased to deliver this care within the County of Los Angeles Department of Health Services,” said Dr. Warren Garner, Burn Center Director.

In a memo written by Dr. Richard Gamelli, chairman of the ABA review committee, and John Krichbaum, JD, from the ABA, commended the Regional Burn Center for its commitment to excellence and for providing quality care to its burn patients.

Quick Facts

AIDET card: Wear it, Use it.

This card will help you remember how to best communicate with patients, visitors, physicians and peers. **A**cknowledge, **I**ntroduce, **D**uration, **E**xplanation and most importantly, **T**hank you. AIDET training is coming soon!



Customer Service

By **Rose Lizcano**

Director, Patient Relations & Guest/Volunteer Services

During the mandatory Customer Service training, offered through the Human Resources Training and Development Unit, employees were given the opportunity to voice their concerns about the different issues they encounter throughout the medical center. The concerns included cleanliness of the environment, employee rudeness, and among various other suggestions, making Press Ganey patient satisfaction scores available to all staff members. We want to let staff members know that their comments are taken seriously. At this time, they are being reviewed by each responsible manager, and all of them will be addressed.

It is often difficult to obtain a clear perspective of what needs to be changed or improved in each individual area; however, comments from staff help us do just that. By expressing your concerns, all staff members can help shed some light to issues that they encounter, which might hinder patient care and satisfaction. At the same time, we are all responsible for ensuring that we provide the best possible care and treat everyone with the utmost courtesy and respect. Once again, thank you to staff members for taking the initiative to share your concerns — please know that your comments are not taken lightly and will be addressed accordingly.

Asthma Breathmobile Awarded Hospital Charitable Service Award 2011

By **Phillip L. Moore III, MPA**

Director, Clinical Affairs & Program Development

The LAC+USC Breathmobile Program was awarded the National Charitable Service Award 2011's Programs of Excellence and \$10,000 at the annual program held February 17, 2012 in Atlanta, Georgia. Jackson Healthcare System sponsors this award each year to organizations and programs that build a community of individuals and hospitals around evidenced-based best practices in healthcare. "These programs demonstrate an overwhelming compassion for those in the community who don't have access to adequate and timely healthcare," said Charles R. Evans, FACHE, chairman of the Hospital Charitable Service Awards Program.

There were 197 nominations submitted nationwide with only ten organizations receiving the award. Dr. Lyne Scott, Breathmobile Director and Chief, Division of Allergy & Immunology said, "I am so excited and encouraged by this national level of recognition for setting high standards of care for asthmatic patients."

The Breathmobile Program started in 1995 as a partnership among LAC+USC Healthcare Network, Los Angeles Unified School District and the Asthma & Allergy Foundation of America. The Breathmobile vans go to various schools sites in the county to screen, treat, and educate children and families about asthma care and treatment.

LAC+USC Delivers Third Smallest Baby in the World!



Melinda Star Guido, born 16 weeks early and weighing only 270 grams, was delivered **At the Center** on August 30, 2011 and is one of the third smallest babies born in the world.

Melinda's doctors and nurses described her as tiny, yet she was really feisty as she fought for her life. Dr. Ram, as he is known in the NICU, said that at first it was day by day and often minute by minute. Yet on Friday, January 20, 2012, Melinda Star was discharged home after her 4 1/2 month stay in the NICU.

Today, Melinda is steadily growing in size and weight as she is being followed up by the LAC+USC Premature Infant clinic (Preemie Clinic) where she will be seen by various specialists to monitor her growth and development for the next six years. The Preemie Clinic, under the direction of Dr. Lisa Guerra Vargas, provides primary health care through preventive and diagnostic care to identify early physical, neurological, and developmental problems in premature infants and provides resources leading to early intervention and rehabilitation.



Employee Recognition

Casey Jones of Health Information Systems was recognized for over 50 years of service in addition to with **Jim Piazzola**, Director of Clinical Social Work, for 45 years of service.

Pete Delgado congratulated 207 employees honored during the annual Employee Service Recognition Ceremony for their commitment and dedication **At the Center**.



Tax Time Tips

Brought to you by First City Credit Union

Start gathering your records as early as possible. Receipts, canceled checks and other documents that support an item of income or a deduction on your return.

Watch out for W-2s and 1099s tax forms.

Try e-file. This software handles the math calculations for you. If you use direct deposit, you will get your refund in about half the time it takes when you file a paper return.

Check out Free File. Free File is a federal income tax prep and electronic filing program for eligible taxpayers, developed through a partnership between the IRS and the Free File Alliance. If your 2011 Adjusted Gross Income (AGI) is \$57,000 or less, you may be eligible for this service. Go to IRS.gov to access Free File.

Consider other filing options. You can prepare it yourself or go to a tax preparer. You may be eligible for free face-to-face help at an IRS office or volunteer site. Check all the options and find the one that best suits your needs.

Consider Direct Deposit for your refund. If you want your refund deposited into one account, use the special direct deposit lines on your tax return. First City's routing and transit number: XXXXXX. Call member services at (800) 944-2200 for additional information.

Visit IRS.gov often. The official IRS website is a great place to find everything you'll need to file your tax return: forms, tips, answers to frequently asked questions and updates on tax law changes. Download *Publication 17: Your Federal Income Tax* free at IRS.gov. It's a comprehensive collection of information for taxpayers highlighting everything you'll need to know when filing your return.

Review! Review! Review! Take your time and don't rush. Mistakes will slow down the processing of your return. Be sure to double-check all the Social Security numbers and math calculations on your return as these are the most common errors made by taxpayers.

Don't panic! If you run into a problem, remember the IRS is available to help. Try IRS.gov or call (800) 829-1040.

Quick Facts

Stay up to date on the current news and events around our hospital by reading the latest issue of *At the Center*. Look for it on the LAC+USC homepage under the "Cultural Transformation Update" link and in print!

If you have a news story related to the Medical Center, we would love to hear from you! Submit your article and ideas to rsaca@dhs.lacounty.gov.

At the **Center**
Committed to Quality Care & Courteous Service

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Calendar of Events

- **National Doctors Day** Friday, March 30th — National Doctors' Day is held every year on March 30th in the United States. It is a day to celebrate the contribution of physicians who serve our country by caring for its' citizens.

LAC+USC is Smoke-Free



The new LAC+USC Medical Center Smoke and Tobacco-Free Policy went into effect January 1, 2012. In their continued efforts, members of the Smoke-Free Committee put on their working gloves as they went around the campus *At the Center* picking up cigarette litter. Pete Delgado even demonstrated his commitment to a smoke-free campus by assisting in this project. Mr. Delgado noted everyone must pitch in and support a smoke-free campus, from the CEO of the organization down to the office clerk answering patient calls.

In addition, the committee has put together tips listed below to help employees make 2012 the year to quit smoking. These tips are easily accessible via the intranet.

Call or contact the California Smokers' Helpline at 1-800-NO-BUTT (www.nobutts.org) or other help lines today to learn the facts and risks of tobacco or to get health advice and tobacco cessation counseling.

Attend LAC+USC Medical Center smoking cessation classes by calling (323) 226-5537 to sign up for the next session. These classes help you learn coping skills and techniques to quit, create a plan for yourself, set a quit date, and get group support and motivation.

Try this self help hint: **The Four Ds — A Survival Guide**

- *Distract* — Do something that will get your attention away from your desire to smoke like exercising, chewing something healthy, reading, going somewhere where smoking is not allowed, and keeping your hands busy.
- *Drink Water* — Drink eight glasses of water every day.
- *Deep Breath* — Deep breathing helps you relax and clear your mind.
- *Delay* — Wait a bit longer before reaching for your pack — the urge passes in 5 to 10 minutes.

According to experts, smoking cessation classes or counseling combined with nicotine replacement therapy success is twice as effective in helping smokers quit. Visit Employee Health services to get information on nicotine patches.

For contributions and information,
please contact Rosa Saca at
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